

# New Jersey Division of Consumer Affairs

consumer**brief**

The Division of Consumer Affairs, part of the Office of the Attorney General, is your consumer protection agency. Supported by strong consumer protection laws, this agency provides assistance to consumers who have been defrauded in the marketplace.

We regulate many types of businesses and activities, resolve consumer complaints, conduct investigations involving companies and stores, and, when necessary, litigate against offenders. In addition, we work to protect your health, safety and welfare by licensing and regulating more than half a million individuals in more than 80 professions and occupations.

## OFFICE OF CONSUMER PROTECTION (OCP)

The Office of Consumer Protection (OCP) is the unit which enforces the Consumer Fraud Act and its regulations. The office responds to consumer complaints about merchandise and services. The most frequent complaints are about cars, home repair, telemarketing and fraudulent prize notifications.

The **Charities Registration Section** of OCP registers and regulates professional fundraisers and organizations that solicit charitable contributions in New Jersey. The Charities Registration Section can be reached by calling 973-504-6215. Additional information is available at <http://www.njconsumeraffairs.gov/ocp.htm#charity>

The **Consumer Service Center** is the central clearinghouse for complaints and referrals. Consumers who call 973-504-6200 will be connected to a representative trained to assist you with your complaint.

The **Kosher Food Enforcement Bureau** enforces state regulations and requires establishments that sell kosher food to post its standards of kosher and to adhere to those standards. The Bureau can be reached at 973-504-6100.

The **Lemon Law Unit** offers consumers a remedy when the new car, used car or motorized wheelchair they purchase turns out to be a "lemon." The Lemon Law Unit can be reached at 973-504-6226. Additional information is available at <http://www.njconsumeraffairs.com/ocp.htm#lemon>

The **Regulated Business Section** registers home improvement contractors, public movers and warehousemen and telemarketers. The unit also licenses athletic/booking agencies, career consulting or counseling services, headhunters, temporary health agencies, nursing registries and home health agencies, prepaid computer job-matching services, modeling and talent agencies, ticket resellers and health spas. The Regulated Business Section can be reached at 973-504-6261.



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Additional information is available at  
<http://www.njconsumeraffairs.gov/ocp.htm>

The **Legalized Games of Chance Control Commission** administers and enforces the bingo, raffles and amusement games licensing laws; coordinates uniform administration of the laws with municipal licensing authorities; registers organizations that wish to conduct bingo or raffles and monitors the use of proceeds from the games; and licenses amusement game operators, premise providers, equipment providers, manufacturers and distributors.

Questions and complaints should be directed to the Legalized Games of Chance Control Commission, 124 Halsey Street, Newark, NJ 07102 or you may call 973-648-2710. Additional information is available at <http://www.njconsumeraffairs.gov/lgcc.htm>

## **BUREAU OF SECURITIES**

The Bureau of Securities administers and enforces the State's securities law, registers securities sold in New Jersey, registers persons and firms engaged in the sale of securities or investment advice in the State and responds to investor complaints.

Investors are encouraged to check the registration status and disciplinary history of firms and individuals before they invest. Questions and complaints should be directed to the Bureau of Securities, 153 Halsey Street, P.O. Box 47029, Newark, NJ 07101 or you can call 973-504-3600.

Additional information is available at  
<http://www.njconsumeraffairs.gov/bos.htm>

## **OFFICE OF WEIGHTS AND MEASURES**

The Office of Weights and Measures works in conjunction with county and municipal offices to enforce the New Jersey weights and measures statutes. At least once a year, inspectors check every weighing and measuring device used in commercial transactions, including gas pumps, supermarket scales, unit price scanners and meters used to measure oil deliveries.

If you have a problem with a weights and measures issue, try to resolve it with the manager or owner. If they can't resolve your problem to your satisfaction, contact the New Jersey Office of Weights and Measures at 1261 Route 1 & 9 South, Avenel, NJ 07001 or call 732-815-4840.

## **PROFESSIONAL AND OCCUPATIONAL LICENSING BOARDS AND COMMITTEES**

The Division of Consumer Affairs coordinates and supervises the work of 42 licensing boards and advisory committees that regulate over 80 professions and occupations in New Jersey.

You can learn about our boards and committees by going to <http://www.njconsumeraffairs.gov/boards.htm>

## **HOW TO FILE A COMPLAINT**

Before filing a complaint, give the business or licensed professional an opportunity to resolve the problem directly. If you still are not satisfied with the outcome you may contact the Division of Consumer Affairs at 800-242-5846 to request that a complaint form be mailed to you, or you may download a complaint form at <http://www.njconsumeraffairs.gov/comp.htm>

## **HOW TO SCHEDULE A SPEAKER**

Call us to arrange a presentation in either English or Spanish for your school, civic group, religious or social organization. Our representative will talk about the latest frauds and scams and provide tips on how to protect yourself against consumer fraud. Speakers will tailor their presentations to fit your needs.

Call 1-800-242-5846 or 973-504-6200.

**Elder Services** representatives are available for presentations to senior citizen groups.

Call the senior hotline at 877-746-7850.

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